

WASHINGTON STATE DEPARTMENT OF REVENUE



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Department of Revenue Wins National Management, Compliance Awards

Washington, D.C., March 8, 2004—The Washington State Department of Revenue has won two national awards recognizing its achievements in improving taxpayer compliance and innovatively managing this state's tax system.

The Federation of Tax Administrators (FTA) announced the awards in Washington, D.C. today. Executive Director Harley Duncan said it is a rare honor to win both awards in a single year.

"These are prime examples of good people working smart to squeeze every drop of value from their budget," Duncan said. "It's one thing to have a few good ideas and start a few good programs. It takes something extra to step back and say 'How does this all fit together? How can we make the combination of our efforts produce more effectively?'"

The FTA named Washington winner of its 2004 Award for Outstanding Management and Organization Initiative and named it co-winner with Pennsylvania of its 2004 Award for Outstanding Compliance Program.

Governor Gary Locke congratulated Revenue Director Will Rice and his staff for receiving what he called an impressive recognition.

"These awards reinforce the excellent work that is being done in the Department to improve the way it does business on behalf of the citizens of Washington," Locke said.

The Management and Organization Initiative award recognized that Revenue expanded a humble quality improvement program into a "holistic, integrated" effort to improve operations by weaving together quality improvement, strategic planning and employee and taxpayer satisfaction

surveys. Tangible results included \$26 million in additional revenue and more than \$2 million in reduced spending.

The Compliance award noted Revenue's Data-Driven Decisions (3-D) initiative. That initiative collects, warehouses and analyzes data from compliance studies, audits and other sources to target efforts that improve use tax reporting, litter tax collection, and audit selection.

The FTA is a nonprofit organization comprised of the tax and revenue departments of the 50 states, the District of Columbia and New York City. For more information on the award, please visit its web site at <http://www.taxadmin.org>.

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